

Self-Directed Supports News

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Albany ~ Stacey Law
660-726-1533

Central MO ~ Sharon Benedick
660-831-3106

Hannibal ~ Kelly Lockwood
573-406-6629

Joplin ~ Kandice LaGasse
417-629-3571

Kansas City ~ Ashley Graffam-Fizer
816-889-3526

Kirksville ~ Tonda Lain
660-785-2318

Poplar Bluff ~ Debbie Smith
573-840-9329

Rolla ~ Joe Davidson
573-368-2526

Sikeston ~ Misty Koch-Dunning
573-290-5298

Springfield ~ Stephanie Flowers
417-895-7470

StLouis C ~ Jamie Viviano
314-475-7736

StLouis TriC ~ John Fischer
314-340-3460

What is Working in Missouri? Self-Directed Support!

The Mo DD Council (MODDC) was interested in hearing from self-advocates and families about what is working with services in Missouri. This information was gathered to help state leaders as they are developing and proposing a “Redesign” of the current service system. MODDC designed the “Our Voice in MO Redesign” campaign that allows families and self-advocates to share their feedback through a confidential survey or by attending local listening sessions.



The Staff and members from MODDC developed a confidential survey asking what is working and not working.

The survey consisted of demographic and open-ended questions. All questions were optional and the identity of respondents was confidential. Respondents were provided opportunities to provide additional feedback on the survey. A total of 1,115 surveys were completed between June 25, 2014 and August 31, 2014.

As a companion to the survey, Listening Sessions were hosted in the ten different DDD regions.



What is Working in Missouri? Self-Directed Support! *Continued...*

Self-directed supports was listed in the “Our Voice in Missouri Redesign: Survey and Listening Sessions: Response Compilation” as what is working with services and supports. The report states “Persons with Disabilities & their Families are Satisfied with the Self-Directed Supports Program”

Family Responses

- *I appreciate the monitoring and support and oversight I receive for the Self-Directed Supports for my daughter.*
- *I currently provide services and his objectives with him. It is a wonderful program that allows a family member to provide daily needs and work with the individual.*
- *Self-directed support while taking a substantial amount of my time ensures high quality of care and I am the person checking on safeguards.*
- *The Partnership for Hope is a great program because it does help families and individuals before they are in crisis.*
- *The quality of life has improved for our son with the use of self-directed supports. It allows for the flexibility in schedule and adjusting of goals to meet needs and can react to changes as they occur. And as his needs change.*
- *We LOVE working with Consumer Direct for our hours that come through the Dept. of Mental Health.*
- *Documentation (for my sons' participation in the Hope Waiver) is cumbersome but I feel that it appropriately provides accountability for services provided.*
- *I love the family directed program. It has allowed us, as a family, to choose what we think is best for our family member. We have been able to keep the same assistants for years and years. Before, when we are using an agency, we were changing often, sometimes weekly. Our assistants are like family members, and are very conscious of what is best for our family member. We share the personal plan and know what is happening every day. We are VERY happy with that program!*
- *The waiver to provide self-directed supports is working very well for our son. It helps to set goals on what is best and most important for him, rather than just taking what services are available. The flexibility and choice of who provides the services are very important.*
- *Partnership Waivers are a great solution for those with needs that don't score high.*

Please view full report (info below) for more details and recommendations to **“Offer services that foster self-determination and allow for self-directed supports”**.

<http://ourvoicemoredesign.com/o/REDESIGN%20Compilation%20Report%20Oct%202014.pdf>



Individuals Self-Directed Supports by County

County	SDS Indv	Active Waiver	% of SDS
ADAIR	14	155	9.03%
ANDREW	3	15	20.00%
ATCHISON	0	9	0.00%
AUDRAIN	5	81	6.17%
BARRY	12	58	20.69%
BARTON	4	20	20.00%
BATES	2	33	6.06%
BENTON	2	38	5.26%
BOLLINGER	1	22	4.55%
BOONE	18	657	2.74%
BUCHANAN	34	293	11.60%
BUTLER	14	133	10.53%
CALDWELL	1	6	16.67%
CALLAWAY	14	112	12.50%
CAMDEN	38	131	29.01%
CAPE GIRARDEAU	40	177	22.60%
CARROLL	1	19	5.26%
CARTER	3	12	25.00%
CASS	4	143	2.80%
CEDAR	1	43	2.33%
CHARITON	5	18	27.78%
CHRISTIAN	22	102	21.57%
CLARK	2	7	28.57%
CLAY	54	502	10.76%
CLINTON	5	47	10.64%
COLE	14	150	9.33%
COOPER	2	109	1.83%
CRAWFORD	0	3	0.00%
DADE	0	5	0.00%
DALLAS	2	16	12.50%
DAVISS	0	3	0.00%
DEKALB	7	19	36.84%
DENT	7	58	12.07%
DOUGLAS	7	23	30.43%
DUNKLIN	9	61	14.75%
FRANKLIN	10	192	5.21%
GASCONADE	3	18	16.67%
ENTRY	2	100	2.00%
GREENE	65	690	9.42%
GRUNDY	2	18	11.11%
HARRISON	3	48	6.25%
HENRY	0	37	0.00%
HICKORY	3	17	17.65%
HOWARD	3	103	2.91%
HOWELL	10	127	7.87%
IRON	6	42	14.29%
JACKSON	89	1,487	5.99%
JASPER	38	336	11.31%
JEFFERSON	26	400	6.50%
JOHNSON	12	117	10.26%
KNOX	4	13	30.77%
LACLEDE	0	28	0.00%
LAFAYETTE	3	172	1.74%
LAWRENCE	34	59	57.63%
LEWIS	0	10	0.00%
LINCOLN	6	95	6.32%
LINN	10	13	76.92%
LIVINGSTON	5	37	13.51%
MACON	3	34	8.82%
MADISON	3	58	5.17%

County	SDS Indv	Active Waiver	% of SDS
MARIES	1	4	25.00%
MARION	24	159	15.09%
MCDONALD	4	24	16.67%
MERCER	2	3	66.67%
MILLER	10	48	20.83%
MISSISSIPPI	6	20	30.00%
MONITEAU	1	29	3.45%
MONROE	3	36	8.33%
MONTGOMERY	1	32	3.13%
MORGAN	2	55	3.64%
NEW MADRID	3	11	27.27%
NEWTON	21	88	23.86%
NODAWAY	4	52	7.69%
NON-RESIDENT	0	10	0.00%
OREGON	9	83	10.84%
OSAGE	3	28	10.71%
OZARK	4	6	66.67%
PEMISCOT	5	7	71.43%
PERRY	13	74	17.57%
PETTIS	3	155	1.94%
PHELPS	8	232	3.45%
PIKE	5	94	5.32%
PLATTE	5	170	2.94%
POLK	4	103	3.88%
PULASKI	6	34	17.65%
PUTNAM	1	6	16.67%
RALLS	2	30	6.67%
RANDOLPH	4	83	4.82%
RAY	5	78	6.41%
REYNOLDS	1	14	7.14%
RIPLEY	10	33	30.30%
SALINE	1	160	0.63%
SCHUYLER	2	8	25.00%
SCOTLAND	1	4	25.00%
SCOTT	5	103	4.85%
SHANNON	3	7	42.86%
SHELBY	1	15	6.67%
ST CHARLES	123	753	16.33%
ST CLAIR	1	4	25.00%
ST FRANCOIS	11	98	11.22%
ST LOUIS CITY	12	298	4.03%
ST LOUIS COUNTY	109	1,338	8.15%
STE GENEVIEVE	7	51	13.73%
STODDARD	11	121	9.09%
STONE	2	10	20.00%
SULLIVAN	0	13	0.00%
TANEY	6	59	10.17%
TEXAS	9	52	17.31%
VERNON	6	123	4.88%
WARREN	15	118	12.71%
WASHINGTON	9	80	11.25%
WAYNE	10	36	27.78%
WEBSTER	9	28	32.14%
WORTH	1	1	100.00%



The Role of Professionals in Self-directed Supports

Support Coordinator	Support Broker	Missouri Consumer Direct	Self-Directed Supports Coordinator (SDSC)
<p>Assists the individual, family, or designated representative in understanding the choice of self- directed supports and transitioning from provider driven services to self- directed services.</p> <p>Completes the individual support plan (ISP) with the required self-directed information and paperwork and submits to the Utilization Review Committee for approval.</p> <p>Amends the ISP based on the needs of the individual.</p> <p>Conducts a 30 day follow up after services begin with the individual and designated representative to ensure the services are being carried out as written in the individual service plan, reviews timesheets, progress notes, monthly summary and answers any questions.</p> <p>Monitors services and supports face to face no less than quarterly.</p> <p>Assists the Provider Relations team with any follow up that is needed on the self-directed provider reviews.</p> <p>Participates in “improvement plans” in order to amend ISP if needed and provide monitoring to ensure needed changes take place.</p>	<p>A Support Broker provides information and assistance (I&A) for the purpose of directing and managing supports as specified in the ISP. SB does not do these activities for the individual/DR but provides I & A to assist in doing task independently.</p> <p>May include training in:</p> <ul style="list-style-type: none"> -Establishing work schedules for the individual’s employees based upon their ISP; -Helping with managing the budget when requested or needed; -Seeking other supports or resources outlined by the ISP; -Defining goals, needs and preferences, identifying and accessing services, supports and resources as part of the person centered planning process which is then gathered by the support coordinator for the ISP; -Implementing practical skills training (recruiting, hiring, managing, terminating workers, managing and approving timesheets, problem solving, conflict resolution); -Developing an emergency back-up plan; Implementing employee training; -Promoting independent advocacy, to assist in filing grievances and complaints when necessary. 	<p>Missouri Consumer Direct, LLC (MOCD) is the “Fiscal Employer Agent” (F/EA). As authorized under IRS Revenue Procedure 70-6 for the purpose of payroll and payroll reporting services, the F/EA will file quarterly taxes and reports on behalf of the Employer/FEIN Holder.</p> <p>Provides the Employer/Designated Representative (DR) with an Enrollment Packet, Employee Packet(s) and Employee Training Materials.</p> <p>Completes payroll for the Employer/DR’s employees and provides the employee with Federal and State tax withholding information on his or her paystub for each pay period and issues the W-2 after year end.</p> <p>Covers all employees with Workers’ Compensation insurance.</p> <p>Provides Fraud Prevention materials and training video.</p> <p>Completes employee background checks.</p> <p>Maintains all employee education and training records.</p> <p>Provides Spending Reports to the Employer/DR, Support Broker, Support Coordinator and SDSC.</p>	<p>Provides technical support and training regarding the policy and procedures related to self-directed supports.</p> <p>Meets with the individual and designated representative within 90 days of services starting to complete an initial review to ensure services have started and are being implemented as written in the individual service plan and answer any questions. May review the progress notes, timesheets and monthly summaries.</p> <p>Assists the Provider Relations team with self-directed provider reviews to ensure service delivery is consistent with Medicaid Waiver requirements, State Rules, Department of Mental Health Policy, and Best Practices.</p> <p>Works with the Fiscal Management Service (MO Consumer Direct) to coordinate enrollments, budget information, problem solve issues/concerns, follow up with the individual/designated representative on background hits, complete paperwork for high school exemptions, and coordinate quarterly meetings.</p> <p>Facilitate improvement plan.</p>

When is a Support Broker needed?

A support broker (SB) provides the individual or their designated representative (DR) with information & assistance to secure the supports and services identified in the Individual Service Plan (ISP). The Support Broker does not do these tasks for the individual/ designated representative, but provides information and assistance in order for the individuals/DR to fulfill their employer related responsibilities. The goal for everyone in SDS is to move towards 'Independence' and for individuals and families to have the support they need in order to self-direct services. This assessment will assist in determining what supports are needed in order for the individual/designated representative to be successful in self-directing supports.

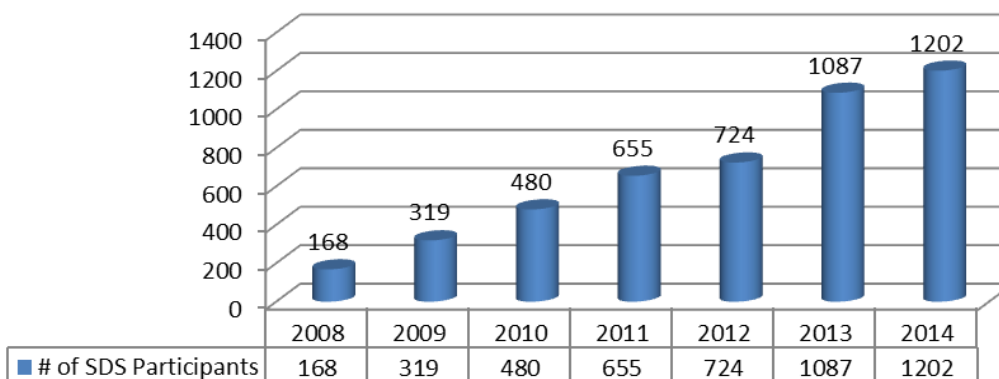
The Support Broker Assessment was developed to help determine when a support broker is needed and to establish the goals and outcomes that will help the individual/designated representative become independent in self-directing supports.

To see a full copy of the assessment visit the Division website at: <http://dmh.mo.gov/dd/progs/selfdirect.htm>

Improving lives through supports and services that foster self-determination.		SELF-DIRECTED SUPPORTS ASSESSMENT FOR SUPPORT BROKER ASSISTANCE
Individual Receiving Services: _____		Designated Representative (if applicable): _____
<p>A Support Broker (SB) provides the individual or their designated representative (DR) with information & assistance to secure the supports and services identified in the Individual Service Plan (ISP). The Support Broker does not do these tasks for the individual/ designated representative, but provides information and assistance in order for the individual/DR to fulfill their employer related responsibilities. The goal for everyone in SDS is to move towards 'Independence' and for individuals and families to have the support they need in order to self-direct services. This assessment will assist in determining what supports are needed in order for the individual/designated representative to be successful in self-directing supports.</p>		
Provide Practical Skills Training to Assist the Individual/Designated Representative in Manage Services and Supports		
No Support needed	Details regarding the type of support needed:	
Recruiting workers		
Hiring workers		
Managing workers		
Terminating workers		
Managing and approving timesheets		
Organization/ maintaining documents		
Problem solving		
Conflict resolution		
Filing grievances and complaints		
Establishing work schedules		
Understanding documentation requirements		
Assisting with monthly reviews		
Managing budget		
Seeking supports or resources		
Define goals, needs and preferences		
Development of Emergency Back-up Plan		
Employee training		
Understanding the Role of Employer/DR, SC, FMS and RO		

Goals/Outcomes and Objectives for Support Broker	
Provide Practical Skills Training to Assist the Employer in Manage Services and Supports (recruiting, hiring, managing, terminating workers, managing and approving timesheets, problem solving, conflict resolution, filing grievances and complaints):	
<input type="checkbox"/> No Support Needed	
<input type="checkbox"/> Time limited support	_____ hours per year; <input type="checkbox"/> Ongoing support _____ hour per month
Provide Assistance with Establishing Work Schedules:	
<input type="checkbox"/> No Support Needed	
<input type="checkbox"/> Time limited support	_____ hours per year; <input type="checkbox"/> Ongoing support _____ hour per month
Provide Assistance in Managing Budget Authorization:	
<input type="checkbox"/> No Support Needed	
<input type="checkbox"/> Time limited support	_____ hours per year; <input type="checkbox"/> Ongoing support _____ hour per month
Provide Assistance in Seeking Supports or Resources:	
<input type="checkbox"/> No Support Needed	
<input type="checkbox"/> Time limited support	_____ hours per year; <input type="checkbox"/> Ongoing support _____ hour per month
Provide Assistance to define goals, needs and preferences:	
<input type="checkbox"/> No Support Needed	
<input type="checkbox"/> Time limited support	_____ hours per year; <input type="checkbox"/> Ongoing support _____ hour per month
Provide Assistance in the development of an Emergency Back-up Plan:	
<input type="checkbox"/> No Support Needed	
<input type="checkbox"/> Time limited support	_____ hours per year; <input type="checkbox"/> Ongoing support _____ hour per month
Assist Individual/ Designated Representative with employee training:	
<input type="checkbox"/> No Support Needed	
<input type="checkbox"/> Time limited support	_____ hours per year; <input type="checkbox"/> Ongoing support _____ hour per month
Total Ongoing Support: _____ hour per month; Total Time Limited Support _____ hours per year	
Frequency of Need: Typical work schedule, not exceeding authorized hours	
Support Coordinator: _____ Date: _____	

Growth in Self Directed Supports





SDS Quarterly Meetings

We strive to provide regular opportunities for face to face meetings for Individuals receiving Self-Directed Services, their representatives, Support Coordinators, or those interested in learning more about SDS. The MO Consumer Direct staff will be pairing with the Self-Directed Support Coordinator in your region to host this upcoming training opportunity to expand your understanding of Missouri's Self-Directed Supports program, answer questions you may have, and share ideas. **Your attendance is optional, but we really look forward to connecting with you!**

Please feel free to attend any meeting which is the closest or most convenient for you. Topics to be discussed include, but are not limited to:

- **Dept of Labor Rule regarding overtime; necessity for new FEA Service & Employment Agreements**
- **Annual Employee Training Requirements**
- **Annual Satisfaction Surveys**
- **Reports: What you, your employees & your Support Coordinator can access**
- **Review of the Provider Directory**
- **We're taking the Plunge!! The Polar Plunge, that is!**

<u>St. Louis Region</u> Next meeting to be announced	<u>Springfield Region</u> Next meeting to be announced	<u>Kirksville Region</u> Next meeting to be announced
<u>Hannibal Region</u> Next meeting to be announced	<u>Poplar Bluff Region</u> Next meeting to be announced	<u>Rolla Region</u> Next meeting to be announced
<u>Joplin Region</u> Next meeting to be announced	<u>Sikeston Region</u> Next meeting to be announced	<u>Central MO Region</u> Tuesday, Jan. 13 ~ 12:00 pm Central MO Regional Office 1500 Vandiver Dr. Columbia, MO
<u>Joplin Region</u> Next meeting to be announced	<u>Albany Region</u> Next meeting to be announced	<u>Kansas City Region</u> Thursday, Jan. 29 ~ 3:30 pm CHS - Clay Co. 920 Kent St. Liberty, MO

If you have questions about the quarterly face-to-face meetings or anything else, please contact the MO Consumer Direct office by emailing infoMO@consumerdirectonline.net or by phone, toll free, at 1-877-532-8565.

Sincerely,

Angie Peterson
Program Manager
MO Consumer Direct



SHARING SUCCESS



Would you like to share your experience with self-directed supports? Contact the Regional Self-directed Supports Coordinator.

To share the success of other individuals and families, visit www.dmh.mo.gov/dd/spotlight.

MISSOURI DIVISION OF
DEVELOPMENTAL
DISABILITIES



Improving lives THROUGH
supports and services
THAT FOSTER self-determination.

For more information about Self-directed
Supports please visit the Division's website at
<http://dmh.mo.gov/dd/progs/selfdirect.htm>



Fostering Self-determination



Supporting Families



Facilitating Individualized
Services and Supports



Developing Accessible Housing



Promoting Employment First